



**CHARLESTON
ENGLISH**

STUDENT HANDBOOK

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1 Welcome to Charleston English

Thank you for choosing to study at Charleston English. We are delighted to have you with us and we are excited to help you on your educational pathway and to inspire you to achieve your study goals.

This student handbook provides you with information that you may find useful while you are studying at Charleston English. You should keep it so that you can refer to it as the need arises.



2 Your study programs

Some students find studying in Australia very different from studying in their home country and may take time to adjust. In Australian schools and colleges, you are expected to participate in your lessons, ask questions and do your own research or study outside of class. You can expect to spend less time listening to the teacher and writing down what is said and even more time discussing and writing down what you think.

You may find that you have less homework than you are used to and the things you are asked to do might seem a little unusual.

Your first impression might be that studying in Australia is easier than at home, but studying English successfully requires a lot of hard work. It is your responsibility to study hard at all times and to do all the work required even if it doesn't really seem like school work to you. Remember, to learn English, you must speak English in your classes as much as possible. It is the first step you need to take in order to improve.

2a Using English

It is your responsibility to only use English when you are on the college's premises, not only outside class, but especially in the classroom. While it might seem strange or difficult not to use your own language when talking to classmates from your country, doing so will help you make progress with your English.

3 Courses and levels

Charleston English offers General English.

There are 20 hours of face-to-face instruction each week. People can study for different lengths of time. Some people may study for only four weeks while others may study for 40 weeks. The length of your course depends on your current level of English and your target level of English. These are generally choices that you would have made before you came to Australia.

3a General English

If you are interested in improving your overall proficiency in English, you will be placed in the General English course. This course is designed for those who wish to improve their all-round English skills: conversational, listening comprehension, writing, grammar and vocabulary. The GE course focuses on the use of the language



for life and work needs as well as common expressions. The emphasis of the course is to learn while having fun and using English in a practical way.

The GE course runs at six levels, and each level is 12 weeks in length. The following chart shows entry levels and exit levels for the GE course.

Course	Entry Level	Length of study	Exit Level
GE Beginners	Beginner	12 weeks	Elementary
GE Elementary	Elementary	12 weeks	Pre-Intermediate
GE Pre Intermediate	Pre-Intermediate	12 weeks	Intermediate
GE Intermediate	Intermediate	12 weeks	Upper Intermediate
GE Upper Intermediate	Upper Intermediate	12 weeks	Advanced

Progress varies from student to student and the information here provides a general overview of the course only.

Learning Outcomes

Students who have participated in 12 weeks of intensive English Language courses at Charleston English can be expected to demonstrate the following skills at these levels:

Level 1: Beginner

Life Elementary covers the competences for A1.

Overall listening comprehension: Can follow speech that is very slow and carefully articulated, with long pauses for him/her to assimilate meaning.

Overall reading comprehension: Can understand very short, simple texts a single phrase at a time, picking up familiar names, words and basic phrases and rereading as required.

Overall spoken interaction: Can interact in a simple way, but communication is totally dependent on repetition at a slower rate of speech, rephrasing and repair. Can ask and answer simple questions, initiate and respond to simple statements in areas of immediate need or on very familiar topics.

Overall written production: Can write simple isolated phrases and sentences.



Vocabulary range: Has a basic vocabulary repertoire of isolated words and phrases related to particular concrete situations.

Grammatical accuracy: Shows only limited control of a few simple grammatical structures and sentence patterns in a learnt repertoire.

Phonological control: Pronunciation of a very limited repertoire of learnt words and phrases can be understood with some effort by native speakers used to dealing with speakers of his/her language group.

Sociolinguistic appropriateness: Can establish basic social contact by using the simplest everyday polite forms of: greetings and farewells; introductions; saying please, thank you, sorry etc.

Level 2: Elementary

Overall listening comprehension: Can understand phrases and expressions related to areas of most immediate priority (e.g. very basic personal and family information, shopping, local geography, employment) provided speech is clearly and slowly articulated.

Overall reading comprehension: Can understand short, simple texts on familiar matters of a concrete type which consist of high-frequency every day or job-related language.

Overall spoken interaction: Can interact with reasonable ease in structured situations and short conversations, provided the other person helps if necessary. Can manage simple, routine exchanges without undue effort; can ask and answer questions and exchange ideas and information on familiar topics in predictable everyday situations.

Overall written production: Can write a series of simple phrases and sentences linked with simple connectors like and, but and because.

Vocabulary range: Has a sufficient vocabulary for the expression of basic communicative needs. Has a sufficient vocabulary for coping with simple survival needs.

Grammatical accuracy: Uses some simple structures correctly, but still systematically makes basic mistakes – for example tends to mix up tenses and forgets to mark agreement; nevertheless, it is usually clear what he/she is trying to say.

Phonological control: Pronunciation is generally clear enough to be understood despite a noticeable foreign accent, but conversational partners will need to ask for repetition from time to time.



Identifying cues and inferring: Can use an idea of the overall meaning of short texts and utterances on everyday topics of a concrete type to derive the probable meaning of unknown words from the context.

Level 3: Pre-Intermediate

Overall listening comprehension: Can understand straightforward factual information about common everyday or job related topics, identifying both general messages and specific details, provided speech is clearly articulated in a generally familiar accent.

Overall reading comprehension: Can read straightforward factual texts on subjects related to his/her interests and professional field with a satisfactory level of comprehension.

Overall spoken interaction: Can enter unprepared into conversation of familiar topics, express personal opinions and exchange information on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).

Overall written production: Can write straightforward connected texts on a range of familiar subjects within his/her field of interest, by linking a series of shorter discrete elements into a linear sequence.

Vocabulary range: Has a sufficient vocabulary to express him/herself with some circumlocutions on most topics pertinent to his/her everyday life such as family, hobbies and interests, work, travel, and current events.

Grammatical accuracy: Communicates with reasonable accuracy in familiar contexts; generally good control though with noticeable mother tongue influence. Errors occur, but it is clear what he/she is trying to express. Uses reasonably accurately a repertoire of frequently used 'routines' and patterns associated with more predictable situations.

Phonological control: Pronunciation is clearly intelligible even if a foreign accent is sometimes evident and occasional mispronunciations occur.

Sociolinguistic appropriateness: Can perform and respond to a wide range of language functions, using their most common exponents in a neutral register



Level 4: Intermediate

Overall listening comprehension: Can understand straightforward factual information about common every day or job-related topics, identifying both general messages and specific details, provided speech is clearly articulated in a generally familiar accent.

Overall reading comprehension: Can read straightforward factual texts on subjects related to his/her field and interest with a satisfactory level of comprehension.

Overall spoken interaction: Can enter unprepared into conversation of familiar topics, express personal opinions and exchange information on topics that are familiar, of personal interest or pertinent to everyday life (e.g., family, hobbies, work, travel and current events).

Overall written production: Can write straightforward connected texts on a range of familiar subjects within his/her field of interest, by linking a series of shorter discrete elements into a linear sequence.

Vocabulary range: Has a sufficient vocabulary to express him/herself with some circumlocutions on most topics pertinent to his everyday life such as family, hobbies and interests, work, travel, and current events.

Grammatical accuracy: Communicates with reasonable accuracy in familiar contexts; generally good control though with noticeable mother tongue influence. Errors occur, but it is clear what he/she is trying to express. Uses reasonably accurately a repertoire of frequently used 'routines' and patterns associated with more predictable situations.

Phonological control: Pronunciation is clearly intelligible even if a foreign accent is sometimes evident and occasional mispronunciations occur.

Sociolinguistic appropriateness: Can perform and respond to a wide range of language functions, using their most common exponents in a neutral register

Level 5: Upper-Intermediate

Overall listening comprehension: Can understand standard spoken language, live or broadcast, on both familiar and unfamiliar topics normally encountered in personal, social, academic or vocational life. Only extreme background noise, inadequate discourse structure and/or idiomatic usage influence the ability to understand.



Overall reading comprehension: Can read with a large degree of independence, adapting style and speed of reading to different texts and purposes, and using appropriate reference sources selectively. Has a broad active reading vocabulary, but may experience some difficulty with low-frequency idioms.

Overall spoken interaction: Can use the language fluently, accurately and effectively on a wide range of general, academic, vocational or leisure topics, marking clearly the relationships between ideas. Can communicate spontaneously with good grammatical control without much sign of having to restrict what he/she wants to say, adopting a level of formality appropriate to the circumstances.

Overall written production: Can write clear, detailed texts on a variety of subjects related to his field of interest, synthesising and evaluating information and arguments from a number of sources.

Vocabulary range: Has a good range of vocabulary for matters connected to his field and most general topics. Can vary formulation to avoid frequent repetition, but lexical gaps can still cause hesitation and circumlocution.

Grammatical accuracy: Shows a relatively high degree of grammatical control. Does not make mistakes which lead to misunderstanding.

Phonological control: Has a clear, natural, pronunciation and intonation.

Sociolinguistic appropriateness: Can express him- or herself confidently, clearly and politely in a formal or informal register, appropriate to the situation and person(s) concerned.

4 Learning materials

Students will be provided with suitable and appropriate learning materials at each level and for each course of study.

5 Class hours

Charleston English is open between 9:00 am and 9.30 pm each day. Classes are held from Monday to Thursday and your class times will depend on which session you have chosen or been placed in. As at 5/10/2023, there is only one shift available – PM shift – 4:00 – 9:30 PM Monday – Thursday.



5a Sample timetable

Lesson	Time	Class
Morning Session 1 (Currently not available)	09:00am – 11.00am	Class
Break	11.00am – 11.15am	
Morning Session 2	11:15am – 1:00pm	
Break	1:00pm- 1:15pm	
Morning Session 3	1:45pm – 2.30pm	Class
Afternoon Session 1 (Available)	4:00pm- 6.30pm	
Break	6.30pm– 7:00pm	
Afternoon Session 2	7:00pm – 9.30pm	

5b Public holidays

There are no classes on Saturdays, Sundays or QLD Public Holidays. Please see the website for QLD public holidays.

6 Placement testing and orientation

All students are tested on orientation day so that they can be placed in the correct class for their current level of English. You will be required to take reading, grammar, writing, and listening tests and to have a one-to-one interview with a teacher to assess your speaking level. Once your test results have been calculated you will be allocated to a class to begin your course.

6a Change of class requests

In a new environment, everyone needs time to settle down. At first, your class may seem very easy or very hard. You need to give yourself a chance to work with your teacher before you both confirm that this is the right class for you. With this in mind, we request that you do not ask to change your class during the first week of your course.



Remember because you can read and understand all the class material this does not mean your English is necessarily good enough to perform the reading, writing, speaking and listening tasks you will be asked to do.

6b Orientation Program

On Friday the week before your course commencement you will complete an orientation and induction program at Charleston English to help you understand your responsibilities in relation to studying at Charleston English and we will show you around the campus. Here is a sample orientation program:

Activity	Personnel
<ul style="list-style-type: none">Arrival of studentsID and enrolment information checkingWelcome address preliminary information	Reception/ Administration Staff
<ul style="list-style-type: none">Student Orientation session	Director of Studies
<ul style="list-style-type: none">Placement Test	Director of Studies
<ul style="list-style-type: none">One-to-one interview with a teacher	Teacher or Director of Studies
<ul style="list-style-type: none">Allocation of students to classes	Director of Studies
<ul style="list-style-type: none">Orientation walk of Charleston English (teaching areas and outside evacuation area)	Student Support Staff

7 College Facilities

Charleston English provides fully maintained classrooms. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation. You have access to necessary instructional and assessment facilities, materials and equipment including computers. Facilities include:

- Modern, well-equipped and air-conditioned classrooms
- Well-equipped resources room for reading and study
- Clean, spacious and comfortable student lounge areas with microwaves and computers with internet access



- Well-equipped kitchenettes with tea/coffee making facilities
- Male and Female toilets

Charleston English is located close to public transport, libraries, Queen Street Mall and cinemas.

8 Student rights and responsibilities

Upon signing your enrolment form you have agreed to:

- Conduct yourself in a safe and healthy manner.
- Behave in a manner which prevents injury and disease to you, your teacher and fellow students.
- Identify and report to your teacher any possible hazards from equipment, facilities and the environment
- Comply with and assist in the College's emergency procedures
- Refrain from smoking anywhere in the College building and to refrain from drinking and/or eating in the classrooms
- Attend class regularly and punctually
- Discuss any complaints or grievances with your teacher or Director of Studies or the Principal Administrator.
- Ensure that no discriminatory, harassing or bullying behaviour takes place at any time to other students, staff, or visitors to the College
- Report any discriminatory behaviour, harassment or bullying to your teacher and/or Director of Studies.
- Refrain from unacceptable behaviour including the use of bad language, alcohol and drugs

In the same way Charleston English agrees to

- Treat you fairly and with respect
- Provide a supportive and safe learning environment, free of discrimination and harassment
- Supply counselling and support/welfare services to you
- Allow access to your personal records upon request
- Give feedback on your academic progress

What is considered as unacceptable behaviour:

- Littering



- Disrupting class
- Harassing other students or staff
- Damaging Charleston English or other students' property
- Dishonesty including plagiarising or copying other's work
- Being under the influence of alcohol or drugs
- Ignoring Charleston English's rules

Now you are an international student in Australia on a student visa, so you have certain responsibilities that you must take very seriously.

9 Privacy Policy

The College complies with the following Privacy principles:

Collection of Data

The College will not collect personal information about an individual unless the information is necessary for one or more of its functions or activities.

Where the College collects personal information, will declare the purpose of the collection, how the information will be used and how the individual can get access to that information.

Data Quality, Security and Openness

The College will take reasonable steps to ensure that the personal information it collects uses or discloses is accurate, complete and up to date. The College will take reasonable steps to protect the personal information from misuse and loss from unauthorised access, modification or disclosure.

The College will provide a public document outlining its policies and procedures for handling personal information and make this available on request, at signup and via the College web site.

Use and disclosure

The College will only use or disclose information for the purpose for which it was collected or for a secondary purpose which the provider of the information could reasonably expect. The College may use or disclose personal information in circumstances related to public interest, such as law enforcement and public or individual health and safety.

Sensitive information



The College will not collect sensitive information unless the individual has consented, or it is required by law, or where there are other special circumstances such as those relating to health services provision.

Access and correction

The College will provide an individual with access to personal information it holds on that person on request. Where an individual can show that information held about them is not correct, current or complete, it will take reasonable steps to correct that information.

Identifiers

The College will only assign unique identifier to individuals where it is necessary in order to carry out one or more of its functions or activities. The College will not make this unique identifier available to others and will not adopt as its own.

Anonymity

The College will give people the option to interact anonymously whenever it is lawful and practicable to do so.

The College operates in compliance with current privacy legislation. This legislation regulates the way organisations can collect, use, keep and disclose personal information. It gives individuals the right to know what information an organisation holds about them and a right to correct any information if it is wrong.

The College keeps the following personal information on each student:

- Personal details (such as name, gender, address, phone number, birthday, country of residence, allergies and illnesses)
- Academic qualifications
- Course selections, letter of offer and student acceptance of offer
- Academic statements
- Passport, visa and OSHC details
- Employment history (if applicable)
- Enrolment details
- Attendance records and any medical certificates /approved absence forms given
- Financial details
- Driver Licence Number
- Company Name
- ABN / ACN
- Tax File Number (TFN)
- Bank Account Details



- Health Care Card
- Birth Certificates
- Unique Student Identifier
- Relevant Sensitive Information (e.g., health and/or disability)
- Employer contact details
- Supervisor (WPD and work placement) contact details
- WPD Supervisor qualifications and resume

The College collects personal information in a number of ways, which include, but is not limited to:

- Directly from applicants when they express interest or apply for enrolment with the College
- Directly from Education Agents acting on behalf of students where students have expressively authorised the Education Agent to act on their behalf
- Directly from employers or Government Agencies when signing up a trainee/apprentice to undertake a training course
- Directly from host work placement organisations when agreeing to and signing Memorandums of Understanding, tri-partite agreements and other documentation required for legal/compliance
- Directly from recruitment partners as part of our partnership arrangements to source and recruit students into an education or training course
- Through marketing activities, student expos, email enquiries and similar mechanisms where the interested parties provide personal information in order to find out about training opportunities and eligibility for government subsidised funding.

The College uses the information for:

- Correspondence in relation to enrolment, promotion, progression, attendance, timetabling and any other related business of the College or its partner Colleges under the Times Education Group umbrella, offshore or onshore.
- Awarding certificates
- Meeting student visa compliance requirements
- Assessing application and enrolment to study at the Colleges
- To allow for reporting to various State and Government agencies in the conduct of the Colleges' business.
- To contact Emergency contacts in case of emergency
- Checking payment of course fees



- Any other reasonable use related to the relevant conduct of the College's business, for which the information was collected for

The Colleges cannot disclose information to a third party without the written consent of the student.

Note: International students should be aware that information provided to the College may be made available to Commonwealth and state agencies and the TPS fund manager, pursuant to obligations under the ESOS Act 2000 and the National Code of Practice.

Student may access their files at an appropriate time by appointment. To view their file, students must:

- Complete the request to view student File Form and submit to the College reception.
- If after viewing their files, students are not satisfied with the information contained or consider some information to be inaccurate they should write to the PEO outlining their concern and asking for corrections to be made.

The student may ask to view their file again to ensure the changes have been made.

Enquiries in relation to the Privacy Policy can be directed to info@charleston.qld.edu.au

10 Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider. Charleston English must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure back up of data.

All students are able to access their own personal files held by Charleston English and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified government officer from such agencies as DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.



10a Attendance

You must attend class for the scheduled hours of your course each week. There are 20 hours of scheduled face-to-face classes each week.

Students on student visa need to maintain satisfactory attendance. This means you need to have at least 80% attendance for the total hours of your course. If you are more than 20 minutes late to class you will be marked as absent for 30 minutes. Your attendance is reviewed regularly. If your attendance is too low, we will send you a notification letter and ask you to come to a meeting to explain why you have missed class. Charleston English will also contact you if you have been absent for more than five consecutive days without approval.

If your overall attendance is below 80%, Charleston English is required to cancel your enrolment and report you to the Department of Home Affairs for not meeting the requirements of your student visa. This could result in the cancellation of your Student Visa. You will not be entitled to receive a refund of your student fees.

Please see the Attendance Policy and Procedure in Appendix 2.

10b Absence

If you are going to be late arriving to class, please contact Reception and advise them which class you are attending.

If you are too sick to come to class, you must telephone Charleston English to let us know. You should see a doctor and if they tell you to stay at home you must ask them for a medical certificate. You must give this to Reception when you return to class so that your absence can be noted.

If you need to take time off for an important reason such as an interview at a vocational academy or university, you must write a letter asking for permission before you take time off in order to have your absence excused. If you do not ask for permission, you will lose your attendance for that day.

If your parents or relatives would like to visit you, they should do so during the public holidays or your scheduled breaks so that you do not miss lessons.

10c Deferring or suspending your studies

There is a formal procedure for deferring or suspending your course. A deferment or suspension can only be granted in unforeseen exceptional circumstances. These circumstances are referred to as “compassionate



or compelling circumstances". An example of compassionate or compelling circumstances is when a student has an acute illness and presents a medical certificate stating that the student cannot attend classes.

You need to complete a **Request for Leave Form** and provide relevant documentary evidence. The Request for Leave Form is available from Reception.

10d Change of Address

It is a condition of your student visa that the Charleston English must be able to contact you at any time. This means we need your current address. If you move from the address you gave at the beginning of your course, you must go to Reception and complete a Change of Address Form within 7 days of changing your address, or update your records via the Student Portal. **If you do not do this, your visa could be cancelled unnecessarily as you were unable to be contacted.**

10e Course progress

General English (GE)

All courses are 12 weeks long. In GE, there is a whole class review each week on Thursday evening. There are also tests in Week 6 and Week 12. The tests cover the material that was covered in the previous weeks. You can prepare for these tests by reviewing your notes and the course material.

There is a mid-course test in week 6 of the program and an end of course test in week 12 of the program. If you achieve a satisfactory result in these tests, you can be promoted to the next level. Students may also be promoted, if their teacher makes a recommendation.

To achieve satisfactory course progress in GE, you need to participate in class, do weekly reviews, hand in set tasks and complete any homework set by your teacher.

Please see the Course Progress Policy and Procedure information in Appendix 3

10f Overseas Student Health Cover

When studying in Australia, you will need Overseas Student Health Cover (OSHC) for yourself, and any family travelling with you, before you arrive. It is a requirement of your student visa that you maintain OSHC for the duration of your time on a student visa in Australia.



10g Working

Working while studying

Full time students may apply for a student visa with permission to work. This entitles you to work a maximum of 48 hours per fortnight. Your course does not include any work as part of your study.

Do not work more than the allowed 48 hours per fortnight. DHA conducts checks to ensure you are not breaching your Visa condition with respect to work. In addition, if you work for over 48 hours per fortnight your employer can be fined heavily under immigration law.

For more information on your rights to work in Australia please check the following websites:

<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

You can also talk to your agent or our friendly staff if you are unsure.

10h Completion within expected duration of study

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE). Charleston English monitors the progress of students to ensure they complete the courses within the duration specified in their COE. The College can only issue a new COE to students to extend their duration of study in limited circumstances and requires special approval and may incur additional processing fees. Please refer to the Course Progress Policy for further information and ask at our Reception for information regarding additional fees.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact the Department of Home Affairs (DHA) directly. Please see link below for further information: <https://immi.homeaffairs.gov.au/Visa-subsite/Pages/extend-expired-visas/Extend-stay.aspx>

10i Transfer between registered providers – changing institutions

It is possible to transfer from one provider (education institution) to another after 6 months at the original provider. In order to transfer from an existing or original provider to a new provider before completing 6 months of study at the original provider, a student must:

1. Obtain a Letter of Offer from the new provider



2. Obtain a Release Letter from the original provider
3. In the case of a student under the age of 18, obtain approval for the student to transfer from the student's sponsor. The receiving provider (education institution) can only enrol a student if a Release Letter, a Letter of Offer, and a Letter of Approval from the student's sponsor (if under 18 years) is provided.

Students must pay all outstanding fees and accepted invoices prior to issuing a Letter of Release.

10j Packaged course

Students enrolling in ELICOS courses may wish to package their study with higher level vocational courses offered by Business Institute of Australia, Warwick Institute of Australia, Wells International College, or other providers of their choice.

10k Dependants

Dependants of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

10l Fees and payments

A non-refundable Enrolment/Application fee of \$250.00 (exclusive of Tuition fees, material fees and CoE issue fee) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of the course.

Students, who fall behind in the payment of their fees or fail to pay their tuition fees by the due date, may be charged a late payment fee of **\$250.00** per enrolment period or may be refused ELICOS services and any requests until such times as the fees are paid and up-to-date. Please note that students are required to maintain class attendance and academic course progress in consultation with the Director of Studies. Should fees remain overdue for more than one day after the due date Charleston English will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

For the most up to date information regarding fees and payments at Charleston English, please go to our website: www.charleston.qld.edu.au



10m Cancellation and fees refund policy

Fees

Charleston English course fees are indicated on your Letter of Offer and Written Agreement. For clarification about administration fees and charges listed on your Letter of Offer and Written Agreement, please contact our friendly staff.

Refund Policy

Under the Tuition Protection Service (TPS) framework, students are entitled to a refund in certain scenarios. Refer to <https://tps.gov.au/StaticContent/Get/StudentInformation>

The tuition fees will be refunded only under the following circumstances as shown in the table below:

Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course commencement	Full refund less Enrolment fee of \$250
Withdrawal at least 28 days (prior to the initial course agreed start date)	50% refund of tuition fees less an administration fee of \$200
Withdrawal less than 28 days (prior to the initial course agreed start date)	No refund
Withdrawal after the initial course agreed start date	
Visa or CoE cancelled due to student breach of their visa conditions or misbehaviour by the student	
Does not commence (i.e. does not arrive, or has not arranged with us for a later start because of health or compassionate reason)	
Visa extension is refused after course commencement	
Withdrawal from any continuing study, including any continuing CoE	



Compulsory Health Insurance (Student visa holders only)	Refer to the Terms and Conditions of Third Party Service Providers
Airport Pick-up	
Homestay placement fee	
Note: <ul style="list-style-type: none">• Agreed course start date is the date indicated on the student's Confirmation of Enrolment (CoE)	

Tuition fees will not be refunded under the following circumstances:

1. Student whose enrolment is terminated for failure to comply with Charleston English policies and procedures and the requirements of their Student Visa by DHA.
2. Does not commence (i.e., does not arrive, or has not arranged with us for a later start date.)

No refunds will be paid to a third party unless it is indicated by the student at the time the refund application is lodged, that any refunds due are payable to a third party.

Requests for refund must be made in writing to the PEO with documented evidence of the reason for requesting a refund.

Eligible refunds will be refunded within 28 days of receipt of the claim. The \$200 enrolment/application fee is not refundable.

All refunds will include a statement explaining how the refund amount was calculated.

The refund policy does not remove students' rights to take further action under the Australian Consumer Protection Laws. Charleston English's dispute resolution processes do not circumscribe a student's right to pursue other legal remedies. Charleston staff are responsible for referring all enquiries regarding fees, charges and refunds to the PEO.



11 ESOS framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience of study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code 2018. A detailed explanation of this framework can be accessed at the two websites listed below. <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

12 Study visits / excursions

Sometimes it helps with your English studies if you spend time outside the classroom learning about places and services in the community. These might be places associated with education such as museums and art galleries or places of entertainment such as cinemas, theatres and amusement parks.

Any study visits included on your timetable are part of your English course and you are expected to attend and to participate in activities and tasks organised for you. You are responsible for any excursion expenses.

You will need to sign the excursion form before you can attend any excursion. Your teacher will provide this before the scheduled excursion date.

13 College rules

Charleston English has few rules, but we request that you observe the following points while on premises.

- Smoking is banned in all public and commercial buildings in Australia by law so you must not smoke inside the Charleston English or anywhere near an entrance to the building or other nearby buildings. Please put all your cigarette ends in an ashtray. Please be respectful to the Building Manager, and other people using the building, and refrain from dropping your cigarette ends on the ground. City Rangers can also issue on the spot fines for littering.



- Classrooms are intended for lessons so should only be used in the presence of a teacher and there should be no eating and/or drinking in classrooms at any time.
- All equipment belonging to Charleston English should be treated with respect and you should let the school know if anything is not working properly.
- Your classmates and teachers are from many nationalities and cultures, so please treat them with respect at all times.
- Refrain from using mobile phones to make phone calls or to access social media during your lesson time or when the teacher is speaking or instructing the class.
- All lunch and break times are to be taken according to the times allocated by the teacher.
- Classes start and finish at the times indicated on the course timetables unless otherwise notified.
- Adhere to all WH&S guidelines at all times.
- General housekeeping must be undertaken before leaving the class, this means removing all rubbish you may have with you during your class lesson.
- Consider others and keep the kitchen and toilet amenities clean and hygienic after your use.

14 Safety and security

Australia is generally a safe country; however, but there are some things you should do to keep yourself and your possessions safe.

- Do not leave valuable things in the classroom. Items such mobile phones, cameras can be stolen anywhere in Australia including English schools.
- Make sure you know where the fire exits are at Charleston English.
- Make sure you are aware of the evacuation procedure (**Go to Work, Health & Safety guidelines below.**)
- Be vigilant when off campus and use common sense. It is not sensible to walk alone at night or down dark alleys.
- If you need the police or ambulance immediately you should dial 000 (but only for emergencies)

15 Work, Health & Safety (WH&S) guidelines



Whilst you are studying at Charleston English, you will need to observe WH&S guidelines or rules. If you see anything dangerous, tell Reception straight away.

During your studies you may be asked to take part in an evacuation of the building. This may be a practice, or an emergency evacuation and you must take part in it.

Fire Exits – The fire exits are clearly labelled, and your teacher will show you where the nearest one to your classroom is located.

Evacuation Procedure

In case of an emergency or evacuation, you are required to follow the directions of your teacher and safely get to the **Assembly Point**. You should move quickly and calmly to the evacuation with your teacher.

The fire alarm has two sounds. The first (beep, beep ...) means get ready to leave. Do not leave yet, but listen to instructions from the staff. The second sound (whoop, whoop ...) means leave immediately. Do not use the lifts. If you cannot find your teacher, follow the instructions from anyone wearing a fire hat.

Once you are at the **Assembly Point**, your teacher will mark off your name on the class roll. It is important that all students are accounted for, otherwise the emergency staff will have to look for you. You will not be permitted to re-enter the building until you are informed by the College staff that it is safe to go back into the building.

15a Reporting damage

If you damage something accidentally, please report to your teacher or Reception. If you witness someone else damage the College property, report the incident to the staff immediately.

16 Harassment, victimisation and bullying

Charleston English complies with the Anti-Discrimination Act (1977) and the Commonwealth Sex Discrimination Act (1984) and ensures that all grievances are dealt with fairly.

Charleston English has a policy for anti-discrimination toward any group or individuals in any form, inclusive of:

- Gender
- Pregnancy



- Race, nationality, ethnic or religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Charleston English follows all relevant legislation for CRICOS Institutes, in particular:

- The Education Services for Overseas Students (ESOS) Act 2000
- Work Health and Safety Act 2011
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986

Charleston English will not tolerate harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating any intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation and bullying because of gender, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State Legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation, and bullying can take many forms and can be overt or subtle, direct or indirect. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work



Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual. Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some can be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Charleston English management. All complaints will be promptly investigated. The privacy of the student filing a report and the individual under investigation will be respected at all times, in line with the Charleston English's obligation to conduct a fair and thorough investigation.

Charleston English expects all students and staff to uphold the spirit of this policy. Breaches of the policy may result in disciplinary action, including expulsion for students or dismissal for staff.

17 Student Support Services

The staff members at Charleston English are available to assist you in times of stress or pressure during your course. You should speak with Student Welfare Officers in the first instance with any concerns you may have such as:

- Class allocations
- Assessments
- Coping with assessments
- Attendance
- Overseas student health cover
- Ways of managing one's time
- Assistance with the setting and achieving goals
- Accommodation



- Relationships
- Health issues
- Coping with stress

Student Welfare Officers can refer you to the appropriate person to assist you whenever necessary. Should you need to see someone on more personal matters such as relationships or health, you can make an appointment to access the Student Welfare Officer at Reception.

Student Welfare Officer/Reception Contact details:

Phone: 07 3532 3600

Email: info@charleston.qld.edu.au

17a Dealing with problems

It can be difficult for people when they move to a new country and experience a new culture. Sometimes they can have problems settling in. Sometimes there is a problem because they do not really understand the way things are done in the new country.

The best way to deal with any problem is to talk about it. If you have a problem, the first person to contact is your teacher unless your concern is the teacher. The table below shows who to talk to if you have a problem.

Problem	Talk to.....
Any problem or worry that you have	your teacher
You do not get on with you teacher	the Director of Studies
Any other problem with your study that your teacher can't help with	the Director of Studies
Unhappy with your home stay or accommodation	Student Welfare Officer/Reception
Medical problem	Student Welfare Officer/Reception
Visa problem	Student Welfare Officer/Reception
Money problems	Student Welfare Officer/Reception

If we are not able to solve your problem, we will assist you in getting the help you need.



17b Choosing a doctor

Your health insurance allows you to consult the doctor of your choice but it may be difficult for you to choose a doctor. If you are a homestay student, your homestay family may advise you to use their local doctor. If you cannot find a doctor, you might wish to see one with a surgery close to Charleston English.

17c Medical centres near Charleston English

There is a Medical Centre at Level 1 245 Albert St.

<https://www.cbdmedical.com.au/>

Some Medical Centres are “international student friendly”, this means that you are not required to pay a gap on the day you visit and your OSHC provider is billed directly. You should check the website of your OSHC provider to locate an international student friendly doctor near you.

17d Personal problems and welfare counselling

The College has Student Welfare Officers to help you with personal problems but if you would like to see a counsellor independent of the College, our welfare counsellor can help you make an appointment. Please see Reception during business hours if you need to talk to our friendly Student Welfare Officers regarding any matters that you wish to discuss confidentially. Student Welfare Officers are here to assist and help you, alternatively refer you to external services. Please be advised that external counselling can incur a fee that is the responsibility of the student. Some of the external services that you may wish to consider are listed at the end of this Student Handbook.

17e Legal information and Legal Aid

If you want to get legal information, you can contact Legal Aid Queensland., which is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in QLD. The phone number is **1300 65 11 88**

Their Brisbane based office is located at:

44 Herschel Street

Brisbane Qld 4000



18 Access and equity

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions raised regarding access and equity can be directed to the Principal Administrator.

19 Tuition Protection Service (TPS)

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

20 Grievance Procedure/Complaints and Appeals

If you are not happy with any aspect of your time at Charleston English, tell someone. If there is a problem with your course, your teacher will value your feedback. However, if you do not want to discuss this matter with your teacher you can go to see the Director of Studies.

If you would like to make a formal complaint about your experiences with Charleston English, you should put your complaint in writing. Charleston English will give you an opportunity to present your complaint within 10 working days of receiving it. You can have someone else help you, such as a friend, to support you at your complaint hearing if you wish.

At this meeting, minutes will be taken to record what was said and any decisions that were made. The decision of Charleston English is final and you will be notified of the outcome by letter.

If you are still not happy with the decision made about your complaint or the resulting actions you can contact the Overseas Student Ombudsman.

The contact details for the Overseas Student Ombudsman are:

Level 22



215 Adelaide Street

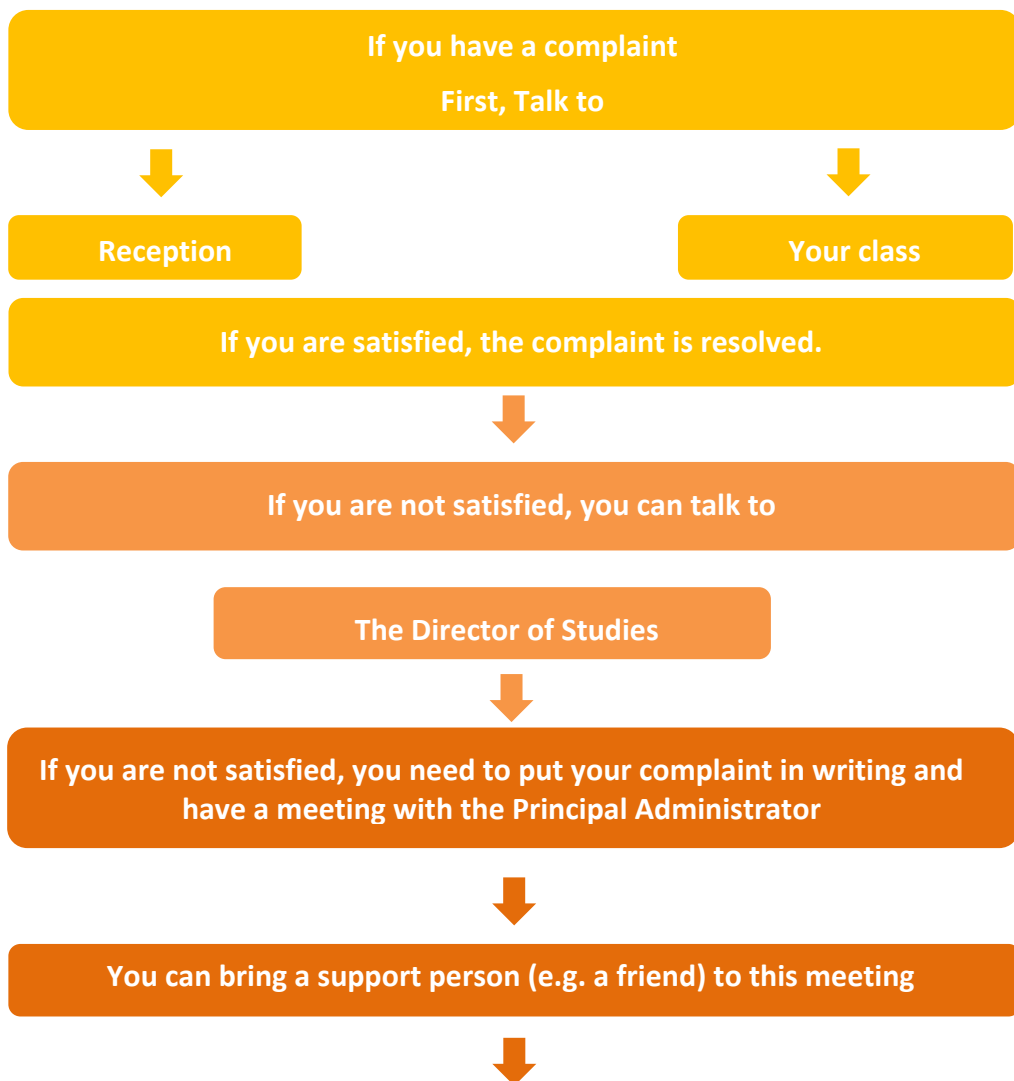
Brisbane QLD 4000

The phone number is 1300 362 072 (Calls from mobile phones at mobile phone rates) or from outside Australia +61 2 6276 0111. Email: ombudsman@ombudsman.gov.au

Web: <http://www.ombudsman.gov.au/about/overseas-students>

If you access the Grievance Policy/Complaints and Appeals, you will need to continue coming to class unless Charleston English specifies otherwise. Charleston English will maintain your enrolment until an outcome has been determined.

The grievance procedure process





If you are still not satisfied, you can go to



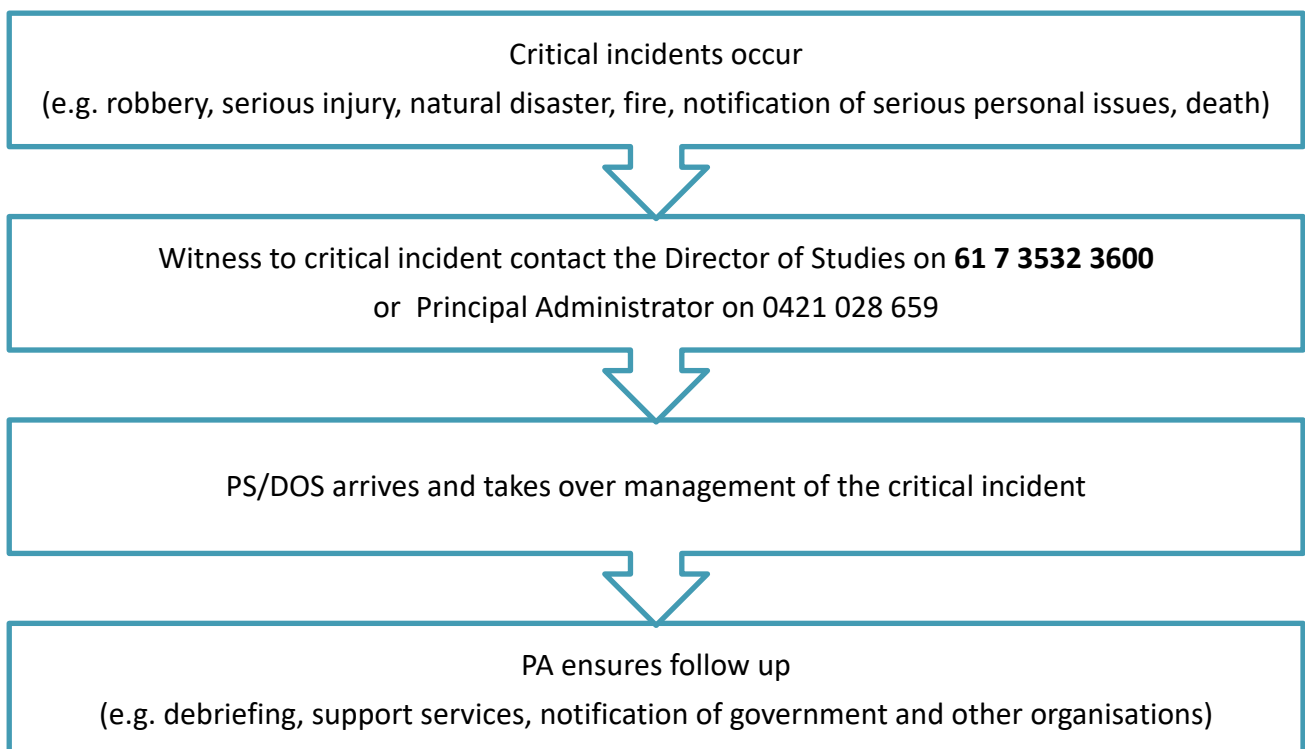
Overseas Student Ombudsman
Level 22. 215 Adelaide St

You have the right to be represented by a nominee at any stage in this process if you so choose

21 Critical Incident Policy

Charleston recognises the duty of care owed to its students and understands that planning for the management of critical incidents is essential.

The critical incident process for Charleston English students and staff is:



Details of CE's critical incident policy can be found in Appendix 1. If you have any questions, please speak to your teacher or the Director of Studies.



22 Local information

22a Cost of Living

Students in Australia typically spend about \$400 a week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. Costs will vary according to your lifestyle and where you choose to live.

The following chart is only a guide to help you understand the breakdown of costs.

While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle. Some people spend a lot more than this, and others spend less. To live cheaply, you will have to share a room and cook for yourself.

Accommodation	\$150 - \$250 / week
Food	\$150 - \$250 / week
Public Transport	\$30 - \$60 / week
Entertainment/Movies	\$27.00 per ticket

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12 month living cost is: \$20,290

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

22b Transport

Charleston English is located in the Brisbane Central Business District.

The closest railway station to the College is Central Station. Many public bus services depart from Adelaide St and King George Square Bus station which are very close by to the College. The central location of the College means that students will be able to live in the immediate area of the College and walk to and from school. Students will also be living in suburbs further away and will need to catch a bus or a train. Trains run regularly throughout peak hours and all of Brisbane's major railway lines go through Central station. Rail



timetables are available at the station or can be consulted at <https://translink.com.au/>

You can get bus timetables and maps from <https://translink.com.au/>

22c Shopping

Most Brisbane suburbs have a retail shopping area or mall where students can find a huge variety of shops so there is no need for them to travel to the CBD for their daily requirements.

Fresh fruit and vegetables are cheap and plentiful and most other goods can be bought in our large supermarkets.

Australia has a multicultural population, so it is easy to find food and other items from many countries readily available.

Students should come prepared for our four seasons and the contrasting hot and cold weather, but if they have not, they may need to stock up on seasonal clothing. Although the Brisbane winter is considered to be mild, sweaters and jackets will be required. Australians usually dress very casually so students will not need any really formal clothes.

22d Banking

Students will need to set up an Australian bank account on their arrival in the country to avoid the necessity of carrying large amounts of cash. They will need to show their passport and evidence of residency.

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Most banks open from 9.30am – 4pm Monday to Thursday, and 9.30 am – 5 pm on Friday.

There are a number of major banks with branches close to Charleston English Pty Ltd where students may wish to open their accounts.



Commonwealth Bank	Adelaide St BRISBANE
National Australia Bank	George St BRISBANE
ANZ	Queen St Mall Brisbane
Westpac	Queen St Mall Brisbane

22e Accommodation Assistance

Homestay

If you are living with a home stay family, remember that they expect you to behave as part of their family and not as a hotel guest. Australian families rarely have servants so you may have to do things that you may not be used to doing at home. You will be expected to do small tasks around the house such as clearing plates from the table. You will also have to do your own washing using the facilities provided for you.

You may find the food that you are offered is different from the food you are used to but you should try everything. If you really don't like the food discuss your problem with your homestay family.

Remember that your home stay family expect you to practice your English with them. They will be willing to help you and you can learn a lot from them both about the English language and the Australian lifestyle.

You can organise your own homestay by contacting a homestay agency such as Aussie Families Homestay Care Pty Ltd or Homestay Network. Alternatively, a Student Welfare Officer can assist your homestay search if you wish.

22f Rental Accommodation

You may wish to find accommodation in a house or flat. It is quite common for young people in Australia to live in shared accommodation with their friends. In Brisbane, the cost of shared accommodation varies between \$150 and \$400 per week.

If you are going to live in a shared flat or house you will also need to pay a returnable bond which is usually equivalent to four week's rent. The bond is used to replace or repair any damage you might be responsible for during the time you live in the accommodation. If there is no damage the full amount will be returned to



you when you leave your accommodation. Sometimes there is also a deposit for the security key. You get this back when you return the key when you move out.

There are several ways to find somewhere to live. One way is to check the advertisements in the newspaper or online.

If you have trouble understanding anything in the advertisements ask your teacher to help you. You will probably need to telephone to make an appointment to meet the other people who live in the house.

You can also visit a real estate agent or websites like www.realestate.com.au , www.domain.com.au , www.gumtree.com.au/s-real-estate/ , www.realestateview.com.au to see if they have any suitable property for you to rent. In this case, if you rent a place yourself you may have to find other people to share with you.

Finally, you can ask your friends or make contact with other students to see if anyone has a room they want to rent out.

There may be notices on the student noticeboard at Charleston English for shared accommodation. The College is not responsible for any accommodation advertised on a College noticeboard.

22g Tax File Number

In order to work in Australia you need a Tax File Number. To get your Tax File Number visit the nearest ATO (Australian Taxation Office) or apply online: www.ato.gov.au

22h Finding a Job

The best way to get a job is through word of mouth, through friends, and fellow students. They can tell you restaurants, supermarkets or shops that need employees. For other jobs, look at the Saturday newspapers.

You can also go online to the following websites:

- www.gumtree.com.au
- www.seek.com.au
- www.mycareer.com.au
- www.megajobsites.com
- www.jobsaustralia.com.au
- www.parttimeonline.com.au
- www.studentjobs.com.au



23 Location of Charleston English

Level 2, 316 Adelaide St BRISBANE QLD 4000

PH: 07 3532 3600 | Email: info@charleston.qld.edu.au

Web: www.charleston.edu.au

24 Emergency Contacts

Students involved in or witnessing a critical incident should immediately contact Reception on (07) 3532 3600 during business hours or Triple-Zero (000) outside of business hours.

APPENDIX 1: CRITICAL INCIDENT POLICY AND PROCEDURES

The purpose of this critical incident policy and procedure is to recognise the duty of care owed by the College to its students and to document the process for managing critical incidents if and when they occur.

The College recognises the duty of care owed to its students, and understands that planning for the management of a critical incident is essential. A critical incident is defined as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

CRICOS registered providers must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students;
- Severe verbal or psychological aggression;
- death, serious injury or any threat of these
- natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Deprivation of liberty
- Severe verbal aggression
- Robbery
- Death or serious injury
- Suicide or threat of suicide
- Natural disasters (e.g., earthquakes, floods, electrical storms)



- Fire
- Bomb or hostage threat
- Explosion, gas or chemical hazard
- Issues such as domestic violence, sexual assault, and drug or alcohol abuse

(Note: Non-life-threatening events may qualify as critical incidents.)

Responding to a critical incident: Staff roles and responsibilities

- Please note that the Receptionist/ Student Welfare Officer is your **official or first** point of contact
- Ph: 07 9071 9999 (Charleston English Reception) during business hours 9.00am-6.00pm
- **Staff, students or visitors involved or witnessing a critical incident should immediately contact Reception or Triple Zero 000 after hours**

The senior staff member present is the lead College representative at the site until the arrival of the PEO. When the PEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The PEO will ensure that debriefing occurs, and support services are available to those affected by the incident.

The key College personnel responsible for the implementation of the critical incident procedures are:

Principal/ PEO

Director of Studies

Marketing Director

Administration Manager

Receptionist/Student Welfare Officer

Teachers (various)

However, the PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

- If you have a question or are confused about something, please talk to the Receptionist/ Student Welfare Officer at Reception or ph.: 07 9071 9999
- **Receptionist/Student Welfare Officers** are here to assist the students
- However, all the College staff members are responsible for reporting a critical incident involving students to the PEO.

Staff Roles and Responsibilities (cont.)

Any College staff member receiving news or information regarding a critical incident must contact the PEO as soon as practicable. If this is not possible then the most senior person available (Director of Studies, Administration Manager, and Marketing Director) must be contacted and informed. **If the incident is life threatening then a staff member must**



contact (Emergency No. 000) relevant emergency departments (Ambulance, Police, Fire) to seek help at first as an immediate response and then inform PEO about the incident.

On receipt of news or information regarding a critical incident the PEO or most senior person must:

- Create for themselves a clear understanding of the known facts
- If an emergency exists contact the relevant emergency services by phoning 000
- If translators are required contact Translating and Interpreting Service by phoning 131 450
- If counselling services are required contact Life Line on 131 114
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the PEO or most senior person (Administration Manager, Marketing Director, and Director of Studies) must, where appropriate, implement the following actions:

- Contact with next of kin/significant others
- Informing College staff and students.
- Prepare a guideline to staff about what information to give students.
- Prepare a written bulletin to staff and students if the matter is complex.
- Briefing staff and delegating a staff member to deal with telephone/counter inquiries.
- Managing media/publicity
- Identify students and staff members most closely involved with the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s
- Arrange access to emergency funds if necessary.
- Record the incident and the following key details to report include:
 - **The time of the incident**
 - **The location and nature of the incident**
 - **The names and roles of persons directly involved in the critical incident**
 - **The action taken by the College including any opportunities for improvement**
 - **The organisations and people contacted by the College**

Notification of government organisations

The *ESOS Act 2000* requires the College to notify the Australian Government (currently DHA) as soon as practical after the incident.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the College to notify DET and DHA as soon as practicable after the incident and in the case of a student's death or other absence affecting the student's attendance,



the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College may be required to assist the student's family.

This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

Appendix 2.

Attendance Policy

1. Policy Statement

International students on Student Visas attending CRICOS courses delivered by Charleston English are expected to meet satisfactory attendance requirements for each CRICOS course they are enrolled in. Charleston English requires international students to have a minimum of 80% attendance for each course, based on the duration of the student's Confirmation of Enrolment (CoE).

2. Scope

- a. This policy applies to international students enrolled at Charleston English.
- b. This policy applies to staff involved in the promotion, recruitment, admission, academic delivery, management and administration of international students.

3. Legislation

- a. This policy is governed by the ESOS Act/ National Code 2018

4. Policy Approval History

- a. This policy was approved by the PEO

5. Policy Content

5.1 Course attendance requirements



- i. Students are expected to attend all of their scheduled contact hours (20 hours/week) to ensure they are adequately and appropriately exposed to the teaching and learning activities of their course.
- ii. Students are required to maintain a minimum of 80% attendance for their course at all times, based on the duration of their CoE.
- iii. Charleston English records the attendance of each student for the scheduled course contact hours for the duration of the CRICOS course in which the student is enrolled in.
- iv. Attendance is recorded daily on an hourly basis and entered into the Student Management System weekly.
- v. Approved leave does not count toward attendance calculations.
- vi. Students who are unable to attend class are required to contact Reception and teachers will be notified.
- vii. Medical certificates are taken into consideration on the student record; however these do not count toward student attendance
- viii. Students identified at risk at falling under the required attendance are counselled.
- ix. Students whose attendance drops below 80% are issued with an Intention to Report Letter
- x. Charleston English reports students for attendance breaches via PRISMS

5.2 Student and staff awareness

- i. Students are made aware of attendance requirements in the Student Handbook, via acceptance of their Written Agreement and reinforced of the expectations during Orientation.
- ii. Staff are made aware of this Policy via staff induction and in the Staff Handbook.

6. Procedures

6.1 Overview and responsibilities

- i. Daily attendance monitoring is the responsibility of the teacher
- ii. Weekly attendance monitoring and calculation is the responsibility of the Administration Manager.



- iii. Identifying student at risk at falling behind the required minimum attendance is the responsibility of the Administration Manager and Director of Studies.
- iv. Identifying student who are absent for five (5) consecutive days without approval is the responsibility of the teacher, Administration Manager and Director of Studies
- v. Issuing Warning Letters and Intention to Report Letters is the responsibility of the Administration Manager in consultation with the Director of Studies and PEO
- vi. Counselling students is the responsibility of the Director of Studies and PEO
- vii. Reporting students for attendance breaches is the responsibility of the Administration Manager, as authorized by the PEO.

6.2 Recording student attendance

- a. Daily attendance monitoring
 - i. Daily attendance monitoring is the responsibility of the teacher.
 - ii. The daily attendance record sheet is marked by the teacher for each hour of the timetabled session and signed by the teacher and student.
 - iii. Where a student is late (more than 15 minutes), or leaves early, the student is marked absent for that hour.
 - iv. The daily attendance record is kept in secure areas for data integrity and privacy reasons.
- b. Weekly attendance monitoring
 - i. Daily attendance records are calculated weekly and weekly attendance totals are entered into the Student Management System.
 - ii. At the end of each week, each student's attendance is assessed by the Administration Manager and the Director of Studies and a system of warning letters is activated when students are identified to be at risk at falling below the required 80% attendance, or have been absent for more than five (5) consecutive days.

6.3 Identifying and counselling students at risk

The Director of Studies works together with Teachers, Administration Manager and Student Welfare Officers to identify and counsel students who are at risk at not meeting attendance requirements. This includes:



- i. Contacting students who are approaching the under 80% attendance requirements for early intervention via a series of Warning Letters which are sent via the student's email address. The First Warning Letter is issued to students whose attendance drops below 90%. The Second Warning Letter is issued when a student's attendance drops below 85%.
- ii. Identifying and contacting students who have been absent for more than five (5) consecutive days without approval for counselling and duty of care. In circumstances where the student is not contactable on their last known address, the next of kin and/or agent is contacted, if permission to do so has been obtained by the student as part of the enrolment process. The relevant authorities may also be contacted if concerns arise around the safety and wellbeing of a student. If a student cannot be contacted, the First Warning Letter is issued.
- iii. Counselling of students is conducted by the Director of Studies and is recorded in the Student Management System.

6.4 Issuing Intention to Report Letters and reporting attendance breaches

- i. Students who fall below the required minimum 80% attendance are issued with an Intention to Report Letter advising them that they have 20 working days to access the appeals processes to appeal Charleston English's decision to report the student. Students are provided with the opportunity to discuss their appeal with the Director of Studies and PEO.
- ii. Where a student chooses not to access the appeal within the 20 working day period, withdraws from the process, or the process is completed and Charleston's English's decision is upheld, the student is reported through PRISMS for not having met the attendance requirements.
- iii. Charleston English may choose not to report a student in circumstances where clear compassionate and compelling circumstances exist and the student is attending at least 70% of their scheduled contact hours.
- iv. Any student whose attendance is below 70% is reported via PRISMS.

6.5 List any related forms/documents/materials

- i. Daily attendance record sheet
- ii. Weekly attendance record sheet
- iii. First Attendance Warning Letter



iv. Second Attendance Warning Letter

v. Intention to Report Letter

Appendix 3

Course Progress Policy

7. Policy Statement

Charleston English monitors student progress through their course and supports students in completing their course within the duration of the student's enrolment. This Policy outlines the College's method to monitor student's course progress, identify those students who may be failing to meet course requirements and manage and/or report those students who fail to meet course progress requirements.

8. Scope

- a. This policy applies to international students enrolled at Charleston English.
- b. This policy applies to staff involved in the promotion, recruitment, admission, academic delivery, management and administration of international students.

9. Legislation

- a. This policy is governed by the ESOS Act/ National Code 2018

10. Policy Approval History

- a. This policy was approved by the PEO

11. Policy Content

Standard 8 of the National Code requires that Charleston English must monitor the course progress of students to ensure they are in a position to complete their course within the Expected Duration specified on their CoE. Charleston English has clearly defined course progress expectations and intervention strategies as follows:

11.1 Course progress requirements

- i. Students must meet a minimum of 80% pass mark in their final end-of-course assessment (week 12 of each General English Level) in order to be deemed as having a satisfactory achievement for the course level they enrolled in and to be allowed to progress to the next General English Level if the student is enrolled in multiple English courses, i.e. General English (Beginner) and General English (Elementary).



- ii. Students are expected to meet a minimum of 50% pass mark in their weekly test to be considered as having achieved a low-risk achievement towards natural progression in their learning. Students whose pass mark is below 50% are considered to be informally at risk and are counselled by their teacher (early intervention).
- iii. Students must meet a minimum 70% pass mark in their mid-course assessment (week 6 of each General English Level) in order to be deemed as satisfactorily progressing towards the required end-of-course assessment. Students whose pass mark is below 70% are formally at risk at not meeting course progress requirements and are issued with a Course Progress Warning Letter (formal intervention).
- iv. Students who fail to meet the required pass mark of 80% in their end-of-course assessment (week 12 of each General English Level) are issued with an Intention to Report Letter.
- v. Charleston English reports students for course progress breaches via PRISMS.

11.2 Student and staff awareness

- ii. Students are made aware of course progress requirements in the Student Handbook, via acceptance of their Written Agreement and reinforced of the expectations during Orientation.
 - i. Staff are made aware of this Policy via staff induction and in the Staff Handbook.

12. Procedures

12.1 Overview and responsibilities

- viii. Test administration is the responsibility of the teacher
- ix. Identifying students at risk at not meeting course requirements is the responsibility of the teacher and Director of Studies.
- x. Issuing Course Progress Warning Letters and Intention to Report Letters is the responsibility of the Administration Manager in consultation with the Director of Studies and PEO
- xi. Counselling students is the responsibility of the teacher (early intervention) and the Director of Studies and PEO (formal intervention and Intention to Report).
- xii. Reporting students for course progress breaches is the responsibility of the Administration Manager, as authorized by the PEO.

12.2 Weekly, mid-course and end-of-course administration

To track the progress of students' language development and the effectiveness of the programme to meet their learning needs, students will undertake:

- i. a weekly review for each unit learned as a way for teachers and Charleston English to monitor language development progress.
- ii. a mid-course assessment (in week 6) consisting of grammar, listening, reading, writing and speaking tests, as a way for teachers to address and exercise intervention actions to redress areas which students are weak in.



- iii. an end-of-course assessment (in week 12) consisting of grammar, listening, reading, writing and speaking tests, as a means for teachers and the Director of Studies to ascertain that students have successfully completed the level and are ready for the next level of study.
- iv. a monthly self-evaluation where students have to reflect on and evaluate their learning; hence, encouraging autonomous learning.
- v. Weekly, mid-course and end-of-course tests are administered and marked by the class teacher under strict test conditions. Results are entered into the Student Management System by the Administration Team and hard-copies are kept on the student file in secure areas for data integrity and privacy reasons.

12.3 Identifying and counselling students at risk

The Director of Studies works together with Teachers, Administration Manager and Student Welfare Officers to identify and counsel students who are at risk at not meeting course progression requirements. This includes:

- i. Course progress is monitored by the use of weekly, mid-course and end-of-course assessments. All students will be assessed regularly during the Study Period. The Study Period at Charleston English is defined as 12 weeks.
- ii. Students who fail to achieve a minimum of 50% pass mark in their weekly test are considered to be at possible risk at not meeting course requirements and an early intervention is activated by the class teacher. The student is informally counselled around their progress and records entered in the student diary by the teacher. The Director of Studies is notified of the nature of discussions for their information. Student Welfare Officers are available if necessary to assist students with welfare, well-being and support related assistance.
- iii. The course progress of all students will be assessed at the end of each compulsory Study Period, (in week 12 of each General English Level) by the administration of the end-of-course assessment. Students are required to achieve a minimum of 80% pass mark in their end-of course assessment to be considered as having satisfactorily achieved course outcomes. A list will be generated by the College of students who have not met satisfactory course progress and those students will be issued with an Intention to Report Letter for unsatisfactory course progress achievement.

12.4 Formal Intervention for students at risk at not meeting course requirements

Charleston English's formal intervention strategy must be implemented for students who are identified as having failed to achieve a 70% or more pass mark in their mid-course assessment.

- i. Students who fail to achieve the required 70% pass mark in their mid-course-assessment are considered to be formally at risk at not meeting course requirements and a formal intervention strategy is activated. Students are issued with a Course Progress Warning Letter by the Administration Manager and are requested to meet with the Director of Studies and their teacher to



discuss their progress and potential assistance that can be provided to allow them opportunities towards improvements. Records and agreed strategies are kept on the Student Management System and on the student file.

- ii. During the formal intervention interview, possible contributing causes towards poor course progress are established in consultation with the student, teacher, Director of Studies and Student Welfare Officers if necessary and a strategy will be agreed to ensure the student is provided with adequate and appropriate support and advice allowing them to improve their progress. Students are reminded of the requirement to achieve the required pass mark in their end-of-course assessment and the consequences of not achieving those.

12.5 Issuing Intention to Report Letters and reporting course progress breaches

- v. Students whose end-of-course pass mark is below the required minimum 80% are issued with an Intention to Report Letter advising them that they have 20 working days to access the appeals processes to appeal Charleston English's decision to report the student. Students are provided with the opportunity to discuss their appeal with the Director of Studies and PEO.
 - vi. Where a student chooses not to access the appeal within the 20 working day period, withdraws from the process, or the process is completed and Charleston's English's decision is upheld, the student is reported through PRISMS for not having met the course progress requirements.
 - vii. Charleston English may choose not to report a student in circumstances where clear compassionate and compelling circumstances exist and the student has achieved at least 70% pass mark in their end-of-course test. The decision is at the discretion of the PEO, and is based on a formal report from the Director of Studies outlining the student's achievements, attendance, attitudes and genuine learning aspirations.
 - viii. Any student whose attendance is below 70% is reported via PRISMS.
 - ix. Students who are reported for course progress breaches are not allowed to progress to the next level of General English, if the student is enrolled at multiple levels.
- b. List any related forms/documents/materials
- i. Weekly grades record sheet
 - ii. Mid-assessment record sheet
 - iii. End-of-course assessment record sheet
 - iv. Course Progress Warning Letter
 - v. Intention to Report Letter



Useful Phone Numbers

Group		Phone Number
QLD Police	Life-threatening or time critical emergency	Brisbane 000
	Non-life-threatening incident requiring Police response	131 444
	Local Police Station	07 3224 4444
	Ambulance	000
Fire and Emergency Services Authority		000
State Emergency Service		132 500
Hospital Brisbane: Royal Brisbane Hospital		07 3646 8111
Poisons Information Centre		131 126
Counselling services		
Lifeline		131114
Beyond Blue		1300224636
Australian Counselling Association		1300 784 333